



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

RCN Telecom Services of Illinois, LLC
for quarter ending June 30, 2009

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$1,227.00	\$1,968.00	\$1,856.00	\$5,051.00
B. Number of credits issued for repairs - 24 - 48 hours	55	72	44	171
C. Number of credits issued for repairs - 48 - 72 hours	31	40	35	106
D. Number of credits issued for repairs - 72 - 96 hours	11	28	33	72
E. Number of credits issued for repairs - 96 - 120 hours	11	15	16	42
F. Number of credits issued for repairs > 120 hours	4	9	6	19
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	187	261	189	637
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	11	10	15	36
C. Number of installations after 10 business days	5	7	4	16
D. Number of installations after 11 business days	3	7	3	13
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$50.00	\$400.00	\$300.00	\$750.00
B. Number of customers receiving credits	1	8	6	15
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	78	137	109	324

Comments